

JULY 2026



IN MEMORIAM

JOSHUA MCKEE
1978 - 2026

*This report summarizes the outcomes, investments, and services
that directly benefit Wyandotte County residents.*

A Message to Our Community

At BPU, our responsibility extends beyond delivering safe, reliable electric and water service. We are committed to being a trusted partner in the communities we serve, investing in infrastructure, supporting local organizations, protecting our natural resources, and providing the essential services our customers depend on every day.

This month's Community Impact Report highlights just a few of the ways our employees are making a difference. From preparing for storm season and restoring power safely to supporting local students and strengthening community partnerships, every story reflects the dedication behind the work we do and the people we are privileged to serve.

This month also reminds us that every accomplishment begins with people. We continue to remember our friend and colleague, Josh, whose commitment to service and to those around him reflected the values that define BPU. His legacy serves as a reminder that behind every project, every response, and every success are employees who care deeply about this community.

Thank you for allowing us to serve you. We are honored to be your public utility, and we remain committed to earning your trust through safe, reliable service and meaningful community partnerships.



Jeremy Ash

General Manager



Reliability & Infrastructure

Preparing for tomorrow

As energy demand continues to grow, BPU remains focused on investing in reliable generation and infrastructure to meet the community's future needs.



479
megawatt
peak load

July 27

Heat index:
~105 - 110°F

Keeping the A/C on

As temperatures climbed into the triple digits, BPU's generating resources remained 100% available to provide dependable power when customers needed it most.

Reliable by design

Planning, training, maintenance, and investments throughout the year help ensure BPU is prepared when extreme weather drives demand.

Water System Excellence



1.1 billion gallons delivered

BPU safely delivered more than 1.1 billion gallons of drinking water throughout July while the Nearman Water Treatment Plan operated continuously with no service interruptions.

45 Water main repairs
116 Hydrants repaired or replaced

Water services improved **49**
Water main replaced **2,500 ft.**

Protecting every drop

Whether responding to water main breaks, replacing aging infrastructure, or preparing for cybersecurity threats, BPU's water team remained focused on one priority:
delivering safe, reliable drinking water every day.

Customer Care, Powered by Purpose



+7,650 customers assisted

BPU's Customer Care team answered more than 7,650 calls in July, helping customers with billing questions, new service, account transfers, and other utility needs.

198

Households
connected to
payment
assistance



38

One-on-one
customer
appointments



NEW!

Checking and
savings account
payments can be
made by phone

Community & Stewardship

Back to school

BPU employees, in partnership with the BPU Employee Foundation and Communications & Marketing, raised more than \$1,000 for local school lunch assistance and donated 500 backpacks, 1,000 headsets, and 500 water bottles to students during the KCK Public Schools Foundation Back to School Fair.



Building future leaders

More than 50 area youth participated in BPU's Future Leaders Day, exploring careers in public utilities through hands-on experiences with employees.

Recognized for giving back

BPU employees were honored as one of the region's top workplace giving campaigns at the United Way Waymaker Awards.



When the Lights Go Out

When the power goes out, it happens in an instant. Restoring power, however, is a carefully coordinated process built around one priority: **safety**. Learn what happens behind the scenes during a power outage, why restoration takes time, and how employees across BPU work together to safely return electricity to the community.

By Amber Oetting
BPU Director of Communications & Marketing

It only takes a second.

A tree falls across a power line. Lightning strikes a piece of equipment. A vehicle hits a utility pole. Instantly, the lights go out.

So why can't they simply be turned back on?

The answer comes down to one word: safety.

Electricity moves at nearly the speed of light, but restoring it safely is a careful, deliberate process. Before power can be restored to your home or business, BPU crews must first determine the cause of the outage, locate the damage, isolate the affected equipment, and ensure it is safe to reenergize and power on your home. Restoring power too soon can place lineworkers, first responders, and even members of the public in danger.



From BPU dispatch to the field, every restoration is guided by safety, communication, and teamwork.

Every outage tells a unique story. Sometimes crews can replace a fuse and restore power within minutes.

Other times, they may need to remove fallen trees, replace utility poles, restring power lines, install transformers, or rebuild damaged equipment before electricity can safely flow again.

While our linecrews are often the most visible part of the restoration effort, restoring power requires a full team.

It begins at the power plant, where electricity is generated and available to the grid. System operators monitor the electric system, isolate damaged sections, and safely reroute power when possible. Dispatchers coordinate field resources, engineers provide technical



expertise, warehouse teams ensure crews have the materials they need, and Customer Care representatives keep customers informed throughout the restoration process.

Every department has a role, and every role matters.

When the work is complete and the lights come back on, it may seem like the flip of a switch. In reality, it represents the coordinated efforts of employees across BPU who have worked together to safely restore reliable electric service for the community.

"Our customers want their power back as quickly as possible, and so do we. But every restoration begins with safety. Taking the time to do the job right protects our employees, our customers, and our community."

-Darrin McNew, Executive Director of Electric Operations

For most of us, electricity is something we rarely think about until it's gone. But every outage is a reminder of the people behind the power; employees who are committed to restoring service safely, protecting one another, and ensuring our community has the reliable electricity it depends on. It's work that often goes unseen, but it never goes unnoticed by those who count on BPU every day. ◆



To learn more about how BPU restores power during an outage, visit BPU's YouTube channel by scanning the QR code.



THE POWER OF COMMUNITY

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Skip the
long lines